

Minutes of Board Meeting
February 12, 2020
10:00 a.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman (Phone)
Jeff Wigington, Secretary (Phone)
Rachel Little (Phone)
Wallace Coopwood (Phone)
Britt Fleck

Not Present

Jim Cole
Bob Pierce

Kimberly Daniel from the State Attorney General's Office and members of the DDS Staff also attended the meeting.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:00 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the Minutes from the January 15, 2020 Board meeting. Britt Fleck made a motion to approve the regular meeting minutes as presented; Wallace Coopwood seconded the motion, with unanimous approval by the remaining Board members.

Commissioner's Report

The Commissioner welcomed the Chairman, members of the Board, and everyone present in the room and on the phone. The Commissioner welcomed IT Information Security Officer Kym Vroom who attended the Board meeting for the first time.

The Commissioner continued with several updates:

Media Stories

- The media had run a story the prior day regarding Caban Gonzalez and his Puerto Rican credentials. Mr. Gonzalez was issued a license on Monday, and the Department has met all recommendations by the Attorney General's Office.
- The Boston Globe recently inquired about a Florida driver who was convicted of a DUI in Georgia. The Globe essentially wanted to know if DDS had sent the conviction to FL, which we had. Regulatory Compliance Director Mike Mitchell reported last month that FMCSA is taking a hard look at states in reference to the sharing of information, especially as it relates to CDL drivers.

- The Commissioner also mentioned a recent WSB story about facial recognition, which is a national topic concerning photos and how they are used by government agencies. The story focused around whether DDS can share information with law enforcement. Georgia Code §40-5-2 does permit this information sharing. Open record requests go to different parts of the agency, such as the Communications Team or the General Counsel Division. Timely and transparent responses are important to the Commissioner.

The Chairman asked if the House or Senate had questions regarding any of the media stories during budget hearings, and the Commissioner informed him that he had not received any questions during those hearings or beyond. DDS continues to receive tremendous accolades in reference to the Department's overall performance.

Shevondah Leslie, Legislative Liaison, provided an update on the 2020 proposed Legislation:

- HB 823: Authorizes DDS to impose a lifetime commercial driver's license (CDL) disqualification for any person convicted of violating Human Trafficking laws while using a commercial motor vehicle (CMV). *Rep. Gaines*
- HB 890: Makes DDS' requirement to send Failure to Appear and Child Support suspension notifications via certified mail optional. Change "shall" to "may." *Chairman Watson & Floor Leader LaRicca*
- Pending legislation that Permits DDS to allow for the use and acceptance of electronic driver's licenses and identification (ID) cards. Chairman Corbett will sponsor that bill for the Department.

Jeff Smith (CIO) provided an update on Cyber Security Initiatives:

- In 2019, a total of 948 attacks on government agencies, schools, and healthcare were reported in Georgia. The agencies most recently attacked included the City of Atlanta, Georgia Administrative office of the Courts, Georgia Department of Agriculture, Georgia Department of Public Safety, and several city and county agencies. These ransomware attacks reportedly cost \$175 million.
- The State of Georgia provided IT infrastructure services to many government agencies under the Georgia Enterprise Technology Services (GETS) agreement. As a member of GETS, DDS receives security features and protection that include commvault-data backups for recovery, McAfee ePO-Malware protection, system center configuration-server, monthly personal computer patching, etc.
- Governor Kemp has instituted cyber security initiatives, such as security and awareness training and phishing campaigns. GTA initiatives also include security and awareness training, Vulnerability Management System VMS, and SIEM-log collection system. DDS has reduced administrative privileges and reorganized its IT security.

Crandall Heard (Deputy General Counsel) and Kila Johnson provided an update on Citation Processing:

- DDS receives daily citation processing reports, which identify the citations that were transmitted to the agency and the timeliness of the transmissions. These reports allow the agency to target the courts with the highest amount of late citations. DDS also receives email notifications when conviction information is submitted outside of the required time frame.

- The courts with late submissions receive non-compliance letters signed by the Commissioner, which are sent to the Clerks and the Judges. The courts also receive a visit from the agency's GECPS team, additional monitoring, and recommendations for improvement.
- The GECPS team also conducts outreach and training efforts, as well as offering remote assistance with onboarding new courts and error correction. The team also hosts an annual GECPS workshops held at DDS HQ.

Ricky H. Rich, Deputy Commissioner, provided an update on Office of Investigative Services (OIS):

- The Commissioner appointed Jared Smith as Interim Deputy Director. Jared will handle day to day operations and assist Deputy Commissioner Ricky Rich.
- Deputy Commissioner Rich talked about case accountability, and weekly meetings with the investigative team will ensure cases are being worked timely.
- Policy changes are being implemented to help move the agency forward and avoid anything being put on the back burner or falling through the cracks. The Deputy Commissioner also informed the Board all investigators will be required to attend additional mandatory trainings events.

The Commissioner provided an update on the agency's performance. Customer volume in the CSCs has been lower than normal, and approximately 40,000 fewer customers were served in January 2020 than in January 2019. However, 276,472 of customers were served in January 2020 face to face. That trend will continue over the next two years due to fluctuations in the renewal cycle. Director Kecia Bivins and her team continue to perform extremely well, and DDS continues to see an increase in service levels and a decrease in average wait times. Several legislators recently told the Commissioner that they could not remember the last time they had received a constituent complaint. As those complaints used to be fairly common, this type of positive feedback lets the agency know that the metrics are working.

The agency continues to promote Online Services and the Mobile App. Georgia is 98% REAL ID complaint, while reports indicate the rest of the country as a whole is 72% unlikely to have a REAL-ID. Georgia is at the top, and the agency is getting things done faster, easier, and friendlier.

The agency continues to achieve good numbers on the customer satisfaction surveys. The Commissioner hopes to receive feedback from at least 100,000 customers annually, which will help the agency know where improvements can be made.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-5-1-.04 ~~Clinic Requirements- Application~~ Driver Improvement Clinic License**
- **375-5-1-.06 ~~Nontransferability~~ Repealed**
- **375-5-1-.07 ~~Display of License~~ Repealed**
- **375-5-3-.03 ~~Procedures for~~ Commercial Driver Training School License**
- **375-5-3-.04 ~~License Fees~~ Repealed**

- **375-5-3-.05 ~~Expiration of License Repealed~~**
- **375-5-3-.06 ~~Non-transferability Repealed~~**
- **375-5-3-.07 ~~Display of License Repealed~~**
- **375-5-3-.09 ~~Renewal of License Repealed~~**

Britt Fleck moved to approve the initial rules for adoption; Jeff Wigington seconded the motion, with unanimous approval by the remaining Board members.

Citizen Waivers

1. Sandra Cogan – She is seeking a Georgia driver’s license in the name of Sandra Cogan. She is 56 years old. She is missing her name change document from childhood. She took her stepfather’s last name when her mother remarried. She submitted her birth certificate, parents’ marriage certificate (parent names – Jerold Charles Smith and Willis Mae Padgett), Red Cross card, school record, marriage application (married John James Friesz), Child’s birth certificate (father of child – Jon James Friesz), divorce decree (restored to name prior to marriage - Sandra Leann Smith), marriage certificate (married Thomas William Cogan), divorce decree and valid California driver’s license.

Wallace Coopwood motioned to approve the waiver; Britt Fleck seconded the motion, with unanimous approval by the remaining Board members.

2. Shirley A. Crawford - She is seeking a Georgia driver’s license in the name of Shirley A. Crawford. She is 68 years old. She is missing her name change document from childhood. Her parents changed her name to her biological father’s surname in 7th grade. She submitted her birth certificate, name change request, child’s birth certificate, volunteer certificate, jury service certificate, marriage certificate (married Ezell Crawford), Technical certificate, employment certificate, four training certificates, Social Security (S/S) card, and valid Illinois driver’s license.

Britt Fleck motioned to approve the waiver; Rachel Little seconded the motion, with unanimous approval by the remaining Board members.

3. Juanita Wright – She is seeking a Georgia driver’s license in the name of Juanita Wright. She is 78 years old. She is missing her first marriage license. She submitted child’s birth certificate (child born – Melaslin Denise Hughes; mother signed Juanita Hughes), marriage certificate (husband’s name – Charles Wright), marriage certificate (husband’s last name – Harvey Threadcraft), marriage certificate (husband’s last name – Harvey Threadcraft; chose to keep last name Wright), S/S, valid Nevada driver’s license, amended birth certificate, and SSNAP report (name at birth – Juanita Coleman; other name Juanita Hughes).

Britt Fleck motioned to approve the waiver; Jeff Markey seconded the motion, with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting will be held on March 11, 2020.

Adjournment

As the members had no additional business to discuss, Chairman David Connell called a motion to adjourn. A motion was made by Britt Fleck and seconded by Jeff Wigington, with unanimous approved by the Board.

Respectfully Submitted,

Jeff Wigington